

Substitute for form 1449A/PTO				Application Number 10/799,712	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>				Filing Date March 15, 2004	
				First Named Inventor Lizhi MA et al.	
				Art Unit 2614	
				Examiner Name Khai N. Nguyen	
Sheet	2	of	2	Attorney Docket Number 47004.000280	
NON-PATENT LITERATURE DOCUMENTS					
*Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	TRANSLATION		
			YES	NO	
/K.N./	12.	"Innovative Call Center Solutions" sales brochure materials (undated) by Center Force Technologies distributed at Nov. 1999 conference (21) pages			
/K.N./	13.	Rule 132 Declaration by Inventor Djovana Shkreli dated Jan. 6, 2000, 2 pages			
/K.N./	14.	Rule 132 Declaration by Inventor Thorp Foster dated Jan. 10, 2000, 2 pages			
EXAMINER SIGNATURE /Khai Nguyen/				DATE CONSIDERED 05/21/2007	
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.					